



11-12-04

3623

Express Mail Mailing Label No. EV 219997915 US

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TRANSMITTAL  
FORM

|                           |                     |
|---------------------------|---------------------|
| Application Serial Number | 09/575,283          |
| Filing Date               | May 22, 2000        |
| First Named Inventor      | Bergh <i>et al.</i> |
| Group Art Unit            | 3623                |
| Examiner Name             | Johnna Stimpak      |
| Attorney Docket No.       | MSC-001             |
| Patent No.                | Not applicable      |
| Issue Date                | Not applicable      |

## ENCLOSURES (check all that apply)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Fee Transmittal Form<br><input type="checkbox"/> Check Attached<br><input type="checkbox"/> Copy of Fee Transmittal Form<br><input checked="" type="checkbox"/> Amendment/Response<br><input type="checkbox"/> Preliminary<br><input type="checkbox"/> After Final<br><input type="checkbox"/> Affidavits/declaration(s)<br><input type="checkbox"/> Letter to Official Draftsperson including Drawings [Total Sheets _____]<br><br><input type="checkbox"/> Petition for Extension of Time<br><br><input type="checkbox"/> Information Disclosure Statement<br><br><input type="checkbox"/> Form PTO-1449<br><input type="checkbox"/> Copies of IDS Citations<br><br><input type="checkbox"/> Certified Copy of Priority Document(s)<br><br><input type="checkbox"/> Sequence Listing submission<br><input type="checkbox"/> Paper Copy/CD<br><input type="checkbox"/> Computer Readable Copy<br><input type="checkbox"/> Statement verifying identity of above | <input type="checkbox"/> Copy of Notice to File Missing Parts of Application<br><br><input type="checkbox"/> Formal Drawing(s)<br><br><input type="checkbox"/> Request For Continued Examination (RCE) Transmittal<br><br><input type="checkbox"/> Power of Attorney (Revocation of Prior Powers)<br><br><input type="checkbox"/> Terminal Disclaimer<br><br><input type="checkbox"/> Executed Declaration and Power of Attorney for Utility or Design Patent Application<br><br><input type="checkbox"/> Small Entity Statement<br><br><input type="checkbox"/> CD(s) for large table or computer program<br><br><input type="checkbox"/> Amendment After Allowance<br><br><input type="checkbox"/> Request for Certificate of Correction<br><input type="checkbox"/> Certificate of Correction (in duplicate) | <input type="checkbox"/> Notice of Appeal to Board of Patent Appeals and Interferences<br><br><input type="checkbox"/> Appeal Brief (in triplicate)<br><br><input type="checkbox"/> Status Inquiry<br><br><input checked="" type="checkbox"/> Return Receipt Postcard<br><br><input type="checkbox"/> Certificate of First Class Mailing under 37 C.F.R. 1.8<br><br><input type="checkbox"/> Certificate of Facsimile Transmission under 37 C.F.R. 1.8<br><br><input checked="" type="checkbox"/> Additional Enclosure(s) (please identify below)<br><br><input checked="" type="checkbox"/> Replacement Drawing Sheet 2/2<br><br><input checked="" type="checkbox"/> Annotated Marked-up Drawing Sheet 2/2 |
|---|---|---|

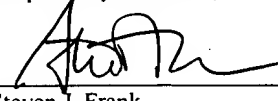
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Express Mail Mailing Label No. EV 219997915 US

PATENT  
Attorney Docket No. MSC-001  
(5335/16)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

|              |                                 |                  |                 |
|--------------|---------------------------------|------------------|-----------------|
| APPLICANTS:  | Bergh <i>et al.</i>             | CONFIRMATION NO: | 1521            |
| SERIAL NO.:  | 09/575,283                      | GROUP NO.:       | 3623            |
| FILING DATE: | May 22, 2000                    | EXAMINER:        | Stimpak, Johnna |
| TITLE:       | CUSTOMER LEAD MANAGEMENT SYSTEM |                  |                 |

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AND RESPONSE**

This paper is responsive to the Office action for the above-identified patent application, mailed from the U.S. Patent and Trademark Office on August 11, 2004.

Applicants believe that no fee is currently due, but if any fee is due, the Director of the United States Patent and Trademark Office is hereby authorized to charge any such fee to Deposit Account No. 20-0531.

**Amendments to the Specification** begin on page 2 of this paper.

**Amendment to the Drawings** are found on page 4 of this paper.

**Amendments to the Claims** are reflected in the listing of the claims that begins on page 5 of this paper.

**Remarks** begin on page 9 of this paper.